



## Online Learning Tech Student Assistant - Remote

### Position Overview:

This position provides support for Department of Online Learning (DOL) Canvas, Zoom, and Office 365

### Position Responsibilities:

- Canvas
  - Assist in creating Canvas Shells and Blueprint
  - Assist in exporting and cleaning up existing Canvas Shells
    - Input correct Course ID
    - Input and clean up users SIS ID
  - Assist in monitoring Campus Café enrollment updates through DOL Outlook and make proper changes in Canvas to reflect those updates
  - Assist in manually creating accounts for new ACTS students in Canvas
  - Assist in analyzing Canvas provisioning report to troubleshoot errors in Canvas
  - Course design assistance
- Zoom
  - Assist in attending online course Zoom meeting at the start of each tri-term
  - Assist in managing Account Settings
  - Assist in managing Zoom App Marketplace, Branding, and Security
- Office 365
  - Assist in planning and managing using Microsoft Teams and Channels
    - Assist managing projects and tasks
    - Assist monitoring DOL Outlook
    - Assist in creating survey using Forms
- Knowledge Base Handouts
  - Assist in designing and revising Knowledge Based handout for Canvas
  - Assist in designing and revising Knowledge Based handout for Zoom
  - Assist in designing and revising Knowledge Based handout for Office 365
  - Assist in designing and revising Knowledge Based handout for other tools pertain to Online Learning such as Turnitin, DocuSign, etc.
- One-on-one Meetings
  - Multiple 1-1 meetings with the Online Learning Director

### Position Requirements:

1. Be able to multitask
2. Be able to troubleshoot Canvas, Zoom, Office 365 issues
3. Basic knowledge of computing systems such as desktop and tablet devices
4. Basic knowledge of video editing, web design (WordPress or similar) and annotating (Mac Preview or similar) software
5. Basic knowledge of data science
6. Customer service oriented
7. Excellent oral and written communication

**Reports To:** Director of Online Learning

**Work Schedule and/or approximate number of hours:** 9 hours/week

**Pay rate:** \$15.40/hr

**Term:** September 2022 – May 2023

**This is a remote position.**

**Click [HERE](#) to apply.**

*In order to ensure that as many students as possible have the opportunity for employment, student workers must reapply for each position for each term. There is no guarantee of being rehired. Rehiring is also based on prior performance, qualifications, and availability.*